



Control Number: 50664



Item Number: 21

Addendum StartPage: 0

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**FROM:** McCarthy, Burgess & Wolff  
26000 Cannon Road  
Cleveland, OH 44146

**TO:** Public Utility Commission of Texas

**VIA:** Electronic Filing

**RE:** Project No. 50664  
COVID-19 Coronavirus Disaster Response Measures



In response to the Public Utility Commission of Texas's request for interested parties to inform the Commission of initiatives related to COVID-19 under project No. 50664, we are writing to inform you of the measures we have taken thus far.

In light of the ongoing health crisis created by the coronavirus, McCarthy, Burgess & Wolff ("MB&W") has taken measures to reduce the economic effects on consumers. MB&W has adjusted internal policies and procedures to work with affected consumers and communities by adjusting payment options and deferring payments or temporarily suspending activities on accounts on an individual basis consistent with the needs of the consumer.

As always, consumers are able to communicate with MB&W through email or via telephone. Our website self-service page for payments is available 24/7. We encourage affected consumers to contact us with any questions or concerns regarding their account(s).

In addition to these policies and procedures, MB&W is following guidance from the various States that provide recommendations or guidance regarding MB&W activities within those States. We will continue to work with Federal, State, and Local governments and agencies in applying guidance and recommendations at MB&W. We are continuously monitoring our policies and procedures as the situation evolves.

Respectfully,

Randi L. Nine, Esq.  
Senior In House Counsel  
McCarthy Burgess & Wolff, Inc.